SSD SUPPORT SOLUTIONS

FAX 820L - ALL ACTIVE SOLUTIONS

October 2006

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Solution ID TAUS0611451EN00 **Solution Usage** 114

Description
M041, CHECK DRUM shows in LCD.

Solution
CAUSE: The drum set is near the end of it's life (message shows at 14,900 prints).

SOLUTION: Replace the drum unit with a new unit. If the drum unit was replaced and did not clear the error message, reset the drum counter using the following steps.
1. Press [FUNCTION], [SET] and [CONTRAST] three times.
2. Press [FUNCTION], [1], [DOWN ARROW] and [SET].
3. The display should now show
SET PRINTER EEPROM
DRUM = (current drum count)
4. Press [0] five times to zero out old drum count.
5. Press [SET]; then, [STOP] twice.
6. The LCD will still show CHECK DRUM.
7. Turn the fax OFF for about five seconds; then, turn it back ON.
8. CHECK DRUM message should now be cleared.

Solution ID TAUS0600363EN00 **Solution Usage** 110

Description
How to program a multi-station and/or program a multi-station into a one-touch key.

Solution
Note: A maximum of 200 abbreviated numbers plus 10 long hand numbers can be specified for a multi-station transmission.
PROCEDURE TO PROGRAM A MULTI-STATION
1. Place documents face down on the ADF.
2. Press [MULTI/CHAIN].
3. Specify the desired fax numbers by using abbreviated numbers or long hand dialing. Press [SET] after each number. If you specify an abbreviated number, press the [ABBR/ALPHA] key before entering the 2-digit number.
Example: [ABBR/ALPHA], [0], [1], [SET], [ABBR/ALPHA], [0], [2], [SET] etc.
6. Press [START].
7. The fax will now scan all of the pages into memory and send the documents to each location.

PROCEDURE TO PROGRAM A MULTI-STATION TRANSMISSION INTO A ONE-TOUCH KEY
1. Press [FUNCTION], [1], [DOWN ARROW] twice and [SET].
2. Select the one-touch key you want to program by pressing the corresponding one-touch program key on the operation panel.
3. Press [SET] and the LCD will start to flash. Place a document into the ADF.
4. Press [MULTI/CHAIN]
5. Specify the desired fax numbers by using abbreviated numbers or long hand dialing. Press [SET] after each number. If you specify an abbreviated number, press the [ABBR/ALPHA] key before entering the 2-digit number.
Example: [ABBR/ALPHA], [0], [1], [SET], [ABBR/ALPHA], [0], [2], [SET] etc.
6. Press [START].
7. The screen for storing the next one-touch program key will now be displayed.
If you want to store another one-touch key, start at step 2 and repeat the above procedure.
If you are done, press [STOP] twice.

See pages 144 to 147 and 112 to 117 in the FAX 820L/825L User's Reference Guide.

Solution ID TAUS0600366EN00 **Solution Usage** 54

Description
How to program a fax number into an one-touch key.

Solution
Note: One-touch keys 01 to 40 are preprogrammed to dial their corresponding abbreviated numbers. Example: If you press the one-touch key 03, it will automatically dial the fax number programmed in ABBR 03. The only time you should have to program a one-touch key, is if you want to program a special feature, such as a multi-station.
Also, you cannot edit a one-touch key. In the case of a multi-station, stored in a one-touch key, you must completely reenter ALL locations.

To program a fax number into an one-touch key, perform the following steps.
NOTE if any documents are stored in memory programming the one-touch keys will not be available.
1. Press [FUNCTION], [1], [DOWN ARROW] twice and [SET].
2. Select the one-touch key you want to program by pressing the corresponding one-touch program key on the operation panel.

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3. Press [SET] and the LCD will start to flash. Place a document into the ADF.
4. Enter the remote fax number using the numeric ten key pad Note: Use the [DIAL/-] key to insert a hyphen.
5. Press [START].
6. The screen for storing the next one-touch program key will now be displayed.
If you want to store another one-touch key, start at step 2 and repeat the above procedure.
If you are done, press [STOP] twice.

See pages 60 to 65 in the FAX 820L/825L User's Reference Guide.

Solution ID TAUS0600369EN00 **Solution Usage** 54

Description
How to program ABBR Numbers
(Abbreviated numbers).

Solution
To program an ABBR number, perform the following steps.
1. Press [FUNCTION], [1], [DOWN ARROW] and [SET].
2. Enter the abbreviated number you want to store using the numeric ten key pad (00-99 and *00-*99).
3. Press [SET]; then, enter the fax number using the numeric key pad.
Note: Press the [DIAL/-] key to enter a hyphen.
4. Press [SET]; then, enter the remote station name using the one-touch keys.
Note: Use the one-touch key 39 to enter a space.
5. Press [SET]. You may now enter a second fax number for this same location and press [SET] twice or just press [SET] twice to bypass this feature.
6. The LCD will now show the next available abbreviated number.
7. To store another abbreviated number, repeat this procedure starting at step 2.
To end programming, press [STOP].

See pages 53 to 59 in the FAX 820L/825L User's Reference Guide.

Solution ID TAUS0600657EN00 **Solution Usage** 53

Description
How to reset the drum counter.

Solution
If drum unit was replaced and did not clear CHECK DRUM message, reset the drum counter using the following steps.
1. Press [FUNCTION], [SET], [CONTRAST] three times.
2. Press [FUNCTION], [1], [DOWN ARROW], and [SET].
3. Display should now show
SET PRINTER EEPROM
DRUM = (current drum count)
4. Press [0] five time to zero out old drum count.
5. Press [SET] and then [STOP] twice.
6. The LCD will still show CHECK DRUM.
7. Turn fax OFF for about five seconds, and then turn it back ON.
8. CHECK DRUM message should now be cleared.

Solution ID TAUS0600066EN00 **Solution Usage** 50

Description
M014

Solution
CAUSE: Printer Jam.

SOLUTION: Remove paper jam and reset error message by opening and closing recording section door.

If error occurs again, check the following:
1. Burrs on inside of turnguide. Install turnguide modification (p/n FE97-1020) per FAX 820/825 Bulletin #11.
2. Replace Friction Pad (p/n 748046030) in PFU if worn.
3. Replace Paper Feed Roller (p/n 748046040) if worn.
4. Replace Paper Feed Roller Clutch (p/n 748085230) if slipping or not driving Paper Feed Roller.
5. Replace Resist Roller (p/n 7480-4610) if worn or glazed.
6. If this occurs on initial setup, check for colored shipping tape that might not have been removed from the bottom of the cassette lift-up plate.

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7. The EEPROM (p/n 7500-9210) on the printer control board has failed.
8. Exit sensor or registration sensor is on at powerup.
Try printer test mode in service mode. See page 5-5 in service manual form more details. Watch display for sensor activity.

See Bulletin #11 for detailed information on the turnguide modification.

Solution ID TAUS0600306EN00 **Solution Usage** 48

Description
Paper jams halfway past the paper exit rollers during reception and copy.

Solution
PROBABLE CAUSES:
1. Over a period of time the paper exit rollers may become worn, hard or glazed. Clean exit roller with isopropyl alcohol. If this symptom continues, replace the upper exit roller (p/n 748046600) and lower exit roller (p/n 748046610).

2. The Exit Drive Belt (p/n 748015610) is slipping due to soiling or wear. Clean or replace belt as needed.

3. Exit roller bushings (p/n 750040680) are soiled, binding, or worn. Clean or replace bushings as needed.

Solution ID TAUS0600018EN00 **Solution Usage** 41

Description
Receive paper jams as it feeds from cassette.

Solution
CAUSE: Burrs have formed on the inside of the turnguide located on the right side of the fax.
Other causes for paper jamming from casstte are worn friction pad, worn paper feed roller or a slipping paper feed clutch.

SOLUTION: Install mylar turnguide modification (p/n FE97-1020) on guide (L) as per FAX 820/825 Bulletin #11.
If burrs are not present on turnguides or modification does not correct jamming, inspect and/or replace the friction pad (p/n 748046030), paper feed roller (p/n 748046040) and paper feed roller clutch (p/n 748085230) as needed.

See Bulletin #11 for detailed information on the turnguide modification.

Solution ID TAUS0600015EN00 **Solution Usage** 37

Description
D282, REDIAL OVER shows in LCD.
Fax machine was not able to contact remote fax.

Solution
CAUSE: The remote fax was busy during all of the redials, fax number dialed was incorrect, or remote fax was set to Manual Receive mode and the call was never answered.

SOLUTION: Verify fax machine and fax number of remote location and transmit again.

Solution ID TAUS0600054EN00 **Solution Usage** 37

Description
M004

Solution
PROBABLE CAUSES:
1. Abnormality of heater (occurs when WAIT continues for 120 seconds). Verify the following items.
   a. Fixing Heater Lamp (p/n 748085130).
   b. Thermistor (p/n 748085120).
   c. Thermostat (p/n 748085160).

To clear error, reset Function Parameter address 0D2, bit 0, to a 0, using the following steps.

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a. Press [FUNCTION], [SET] and [CONTRAST] three times.
b. Press [FUNCTION], [1] and [DOWN ARROW] twice.
c. Press [SET], [0], [D], [2], [0], [0], [SET] and [STOP] twice.

2. Abnormality of the printer EEPROM. Replace the printer EEPROM (p/n 7500-9210) and/or printer control board (p/n 748085200) as needed.

Solution ID TAUS0600059EN00 **Solution Usage** 33

Description
M005

Solution
CAUSE: Abnormality of printer EEPROM.

SOLUTION: Replace the printer EEPROM (p/n 7500-9210) and/or printer control board (p/n 748085200).

Solution ID TAUS0612173EN00 **Solution Usage** 33

Description
SELF DIAG shows in LCD.
All LEDs will light, and the machine will reset at random times when receiving or transmitting.

Solution
CAUSE: The machine's memory has become scrambled.

SOLUTION: First print a list of all One-Touch Key and ABBR numbers for later reference.
Perform an All Data Clear initialization using the following steps.
1. Press [FUNCTION], [SET] and [CONTRAST] three times.
2. Press [FUCTION], [7] and [SET].
3. Press [SELECT] repeatedly until the display shows ALL DATA.
4. Press [SET] and [STOP] twice.
This initialization will clear all of the One Touch keys and ABBR numbers. They must be reprogrammed by the technician or end user.

Solution ID TAUS0612151EN00 **Solution Usage** 30

Description
Black vertical lines on transmitted facsimiles, copies, and image area of transmit reports. Internal printouts are OK.

Solution
CAUSE: The CIS (Contact Image Sensor) is dirty or bad.

SOLUTION: Clean CIS with glass cleaner and soft cotton pad. Replace CIS (p/n 7480-4080) if problem persists after cleaning.

Solution ID TAUS0600146EN00 **Solution Usage** 29

Description
T209

Solution
CAUSE: Poor phone line conditions exist.
No response for DCS/NSS.

SOLUTION: Resend fax. If problem persists, have phone lines checked.
Verify EPROM version and update as needed as per FAX 820/825 Bulletin #2. The following changes may help eliminate this error:
1. Disable TSI signal. Set FP address 0ED to 2A.
2. Adjust Delay timer between DCS-TCF. Set FP address 0F6 to 0A.
3. Adjust Transmit Attenuation to -6dBm. Set FP address OE2 to 66.

To adjust these settings, perform the following steps.
1. Press [FUNCTION], [SET] and [CONTRAST] three times.
2. Press [FUNCTION], [1] and [DOWN ARROW] twice.
3. Press [SET], [0], [E], [D], [2], [A] and [SET].

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4. Press [0], [F], [6], [0], [A] and [SET].
5. Press [O], [E], [2], [6], [6], [SET] and [STOP] twice.

If problem still persists, have phone lines checked.

Solution ID TAUS0600022EN00 **Solution Usage** 28

Description
CHANGE T-BOTTLE shows in LCD.

Solution
CAUSE: The toner waste bottle needs to be replaced.

SOLUTION: Replace the toner waste bottle using the following steps.
1. Open the top cover by lifting the Top Cover Release Lever.
2. Gently pull the top edge of the front cover, under the Operation panel, toward yourself with both hands.
3. Lift the bottle cover to reveal the T-Bottle.
4. Remove the T-Bottle by pulling it straight out from the fax.
5. Install a new T-Bottle or clean and replace the old bottle.
Note: The T-Bottle MUST be clean to reset the error message. Even a light dusting of toner in the bottle may keep the message from resetting.
6. Slide the door down to cover the T-Bottle, close the front door and then close the top cover.
7. The CHANGE T-BOTTLE message should now clear. In some cases, a new error of CHANGE TONER may appear. In that case, follow the instuctions for replacing the Toner Unit.

Note: If a replacement T-Bottle is not available, the bottle can be cleaned and reused.

Solution ID TAUS0600380EN00 **Solution Usage** 27

Description
MEMORY FULL shows in LCD.

Solution
CAUSE: Image memory capacity is overfilled.

SOLUTION: If this error occurs when documents were being scanned for transmission, only the documents that were fully scanned will be transmitted at this time. The remaining documents will have to be retransmitted.

If this error occurs frequently, it is possible that a memory upgrade could be installed to prevent this error. End user should contact their service representative to see if this is possible.

End user can transmit, using ADF Direct, to bypass memory.

To set ADF Direct as the DEFAULT, perform the following steps.
1. Press [FUNCTION], [SET], [CONTRAST] three times.
2. Display should now show SERVICE MODE.
3. Press [FUNCTION], [1], [DOWN ARROW] twice and [SET].
4. The LCD will now show SET FP accross the top line.
5. Press [0], [2], and [E].
Note: For the [E], use the One Touch key 05 on the right.
6. Press [0], [1], [SET], [STOP] and [STOP].

To set ADF Direct for a ONE TIME transmission, perform the following steps.
1. Load original, press [DIAL/-] key and then dial fax number and press [START].
-OR-
2. Load original, press [FUNCTION], [#], [1], [SELECT] to choose ADF DIRECT=ON and [SET]. Dial fax number and then press [START].

Message can be reset by turning the machine off, then back on.

Solution ID TAUS0654990EN00 **Solution Usage** 27

Description
How to enable/disable TCR (Transmit Confirmation Report).

Solution
To enable/disable the Transmit Confirmation Report, perform the following steps.

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1. Press [FUNCTION], [SET], [8], [0], [0] and [SET].
2. Press [UP ARROW] repeatedly until HOME POSITION is displayed.
3. Press [SET] four times.
4. Press [SELECT] repeatedly to select between OFF, PRINT, XMIT and PRINT&XMIT.
5. Press [SET] and then [STOP].

Transmit Confirmation Report Options.
OFF: Transmit Report is neither printed, nor sent.
PRINT: Transmit Report is automatically printed at the end of transmission (default setting is PRINT).
XMIT: Transmit Report is sent to the remote station at the end of transmission.
PRINT&XMIT: Transmit Report is sent to the remote station at the end of transmission, and then automatically printed.

See pages 134 to 136 in the FAX 820L/825L User's Reference Guide.

Solution ID TAUS0600860EN00 **Solution Usage** 25

Description
How to set clock and calendar.

Solution
Perform the following steps.
1. Press [FUNCTION], [1], and [DOWN ARROW] three times.
2. Enter the time and date using following format.

Format: Year/Month/Day Hour:Minute
Example: 1995/12/01 15:59

3. Use Arrow keys to move cursor to position that needs to be changed and overwrite old data.
4. Press [SET] and then [STOP].

Note: You cannot set the time if a timer reservation has been made or if a document is in memory, waiting to be redialed.

Solution ID TAUS0611452EN00 **Solution Usage** 20

Description
Light or faintly printed pages.

Solution
PROBABLE CAUSES:
1. The toner unit is not making positive contact with the TS connector assembly (p/n 748085330). The printer control board does not receive the output of the toner sensor, and will not add toner. Reform the contacts on the TS connector assembly to ensure they are in positive contact with the toner unit.

2. The toner sensor, mounted on the toner unit is bad. This will give a symptom similar to a deformed TS connector assembly, where toner is not added to the toner unit. Verify that the toner sensor is bad by using the toner unit in another fax, and running 20 copies. If the toner addition solenoid on the rear of the fax does not fire, replace the toner unit (PCUA 930-822).

3. The toner supply clutch is defective. Replace the toner supply clutch (p/n 748015540).

Solution ID TAUS0600150EN00 **Solution Usage** 18

Description
T213

Solution
CAUSE: Poor phone line conditions exist.
No response during wait for response of post message.

SOLUTION: Resend fax. If problem persists, adjust the transmit attenuation, by performing the following steps.
1. Press [FUNCTION], [SET] and [CONTRAST] three times.
2. Press [FUNCTION], [1] and [DOWN ARROW] twice.
3. Press [SET], [0], [E], [2], [6], [6], [SET] and [STOP] twice.
If problem still persists, have phone lines checked.

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Solution ID TAUS0600866EN00 **Solution Usage** 18

Description
How to set ADF direct - default/one time.

Solution
To set ADF Direct as the DEFAULT, perform the following steps.
1. Press [FUNCTION], [SET], [CONTRAST] three times.
2. Display should now show SERVICE MODE.
3. Press [FUNCTION], [1], [DOWN ARROW] twice and [SET].
4. The LCD will now show SET FP accross the top line.
5. Press [0], [2], and [E].
Note: For the [E], use the One Touch key 05 on the right.
6. Press [0], [1], [SET], [STOP] and [STOP].

To set ADF Direct for a ONE TIME transmission, perform the following steps.
1. Load original, press [DIAL/-] key and then dial fax number and press [START].
-OR-
2. Load original, press [FUNCTION], [#], [1], [SELECT] to choose ADF DIRECT=ON and [SET]. Dial fax number and then press [START].

Solution ID TAUS0600019EN00 **Solution Usage** 15

Description
How much memory is in fax?

Solution
To determine the amount of memory in the machine, print the Parameter List using the following steps.
1. Press [FUNCTION], [SET] and [CONTRAST] 3 times.
2. Press [FUNCTION], [2] and [START].

Look at heading labled MEMORY CAPACITY.
384KB RAM = 1/2 MB of memory
1408KB RAM = 1 1/2 MB of memory
-OR-
Remove and examine the Main CB.
If sockets U7 and U8 are empty, Memory = 1/2 MB.
If sockets U7 and U8 have memory chips installed,
Memory = 1 1/2 MB.

Solution ID TAUS0600020EN00 **Solution Usage** 14

Description
How to install memory chips.

Solution
Remove Main Control Board from machine by performing the following steps.
1. Remove the rear cover (4 screws).
2. Open the front door under the Operation Panel. With the door open, look to the left under the LCD and you will see (3) screws above (3) black piece of mylar. Remove the (2) outer screws, leaving the middle screw in place.
3. Remove the Memory Service Board (ROM Board) by removing the (2) screws that hold it in place. The Memory Service Board is located on the rear of the fax, on the top left of silver backplate.
4. Remove (3) screws from the top left of the silver backplate and then remove (2) screws from the right edge of the silver backplate.
5. Slowly slide out the board drawer, disconnecting all connectors from the Main CB, Printer CB and NCU. If the fax is equipped with a second cassette, you have to remove a ground wire from the left side of the board drawer.

Install memory chips in sockets U7 and U8. These chips should be installed with the cut off corner orientated the same as the chips already installed.
Note: Some new memory chips may not have this cut off corner. These new memory chips will have a small dot on one end that matches where the cut off corner would normally be located.

Fax will automatically recognize added memory.

PCUA Number: 930-829
Memory Expansion kit consists of two (2) memory chips. Each chip equals 1/2 megabyte and must be installed as a set.

New memory chips .

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Solution ID TAUS0600875EN00 **Solution Usage** 13

Description
Cannot transmit or receive. Dial tone is present on handset.

Solution
CAUSE: Phone cord is plugged into the TEL jack.

SOLUTION: Plug phone cord into LINE jack.

Solution ID TAUS0603266EN00 **Solution Usage** 13

Description
Error code explanations, FAX 820L.

Solution
****D282 REDIAL OVER****
Facsimile machine was not able to contact the remote facsimile.
Remote facsimile was busy during all of the redial attempts.
The number dialed was not a correct facsimile number.
The remote facsimile was set to the Manual Receive mode and the call was never answered.

****M001 to M006 CALL FOR SERVICE****
Mechanical error in the printing system
Try to reset the machine by turning it off and then on. If this does not correct the problem, call for service.

****M010 RCV DOOR OPEN****
Receive section door is open.
Close the receive section door.

****M014, M015, M016 PAPER JAM****
Recording paper jam.
Check for jammed recording paper: in the cassettes, under the drum/toner unit, in the fusing unit, paper exit guide, and by opening the 2 turn guide doors on the right side of the machine. This information is found in the User's Reference Guides: Model 820L/825L pages 245 & 246: Model 820L(FP)/825L(FP) pages 249 & 250.

****M026 NO DRUM/TONER****
Drum and toner units are not in the machine.
Install the drum and toner units. (pages 17 to 20 in the User's Reference Guide)

****M028 NO T-BOTTLE****
Waste toner bottle is not set.
Ensure that a waste toner bottle is set in the machine (pages 17 & 18 of the User's Reference Guide)

****M029 CHANGE TONER****
Toner has run out.
Change the toner set (See pages 19 & 20 in the User's Reference Guide)

****M041 CHECK DRUM****
The drum set is nearing the end of its life.
Replace the drum unit with a new unit (See pages 17 & 18 of the User's Reference Guide)

****M042 CHECK TONER****
The remaining amount of toner is small and will run out soon.
Ensure that you have a new toner set on hand to replace the toner set that is inside the machine, as it will have to be replaced shortly.

****M043 CHANGE T-BOTTLE****
Change the waste toner bottle.
The waste toner bottle must be replaced when the toner set is changed. (See pages 23 & 24 of the User's Reference Guide)

****M060 XMIT DOOR OPEN****
Document feeder door is open.
Close the document feeder door.

****M070 to M079 DOCUMENT JAM****
A jam has occurred in the document feeder.
Open the document feeder and remove and mishandled documents. Close the document feeder door. (See User's Reference Guide 820L/825L page 244: Model 820L(FP)/825L(FP) page 248)

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****R420 and R421 RCV ERROR****
Closed User Group (CUG) password does not match.
Change the 4-digit closed user group password to '0000' and set the closed reception (RCV) setting to 'OFF'. (See User's Reference Guide 820L/825L pages 130 & 131: Model 820L(FP)/825L(FP) pages 127 & 128)

****S120 MEMORY FULL****
Image memory capacity has reached its limit.
If this error code occurs when documents were being scanned for transmission, only the documents that were fully scanned will be transmitted. The remaining documents will have to be retransmitted.
If this error code occurs frequently, it is possible that a memory upgrade could be installed to prevent this error. Contact your service representative to see if this is possible on your model.
Another option is to transmit using the ADF DIRECT function as this will prevent this error code. (See User's Reference Guide 820L/825L page 168: Model 820L(FP)/825L(FP) page 169)

****T209 and T213 XMIT ERROR****
Facsimile machine was not able to transmit to a remote location.
Try to retransmit documents.
Verify that the remote facsimile machine is operating properly.
If transmitting to international location, use the INT'L/+ key on the operation panel. (See User's Reference Guide 820L/825L page 157: Model 820L(FP)/825L(FP) page 153)
This error code can indicate a problem with the phone line, such as noise.
If this error code occurs frequently, contact your service representative.

****T239 XMIT ERROR****
Facsimile machine was not able to transmit to a remote location. This is the facsimile machine's last attempt to redial a location after previous errors.
Try to retransmit documents.
Verify that the remote facsimile machine is operating properly.
If transmitting to international location, use the INT'L/+ key on the operation panel. (See User's Reference Guide 820L/825L page 157: Model 820L(FP)/825L(FP) page 153)
This error code can indicate a problem with the phone line, such as noise.
If this error code occurs frequently, contact your service representative.

Solution ID TAUS0600104EN00 **Solution Usage** 12

Description
M072
LCD shows LAMP ABN.

Solution
CAUSE: Insufficient quantity of light detected in CIS assembly.

SOLUTION: Turn the power switch OFF/ON once and make a copy, then check to see if the message is displayed again. Replace the CIS assembly (p/n 7480-4080) if message returns.

Solution ID TAUS0600174EN00 **Solution Usage** 12

Description
T242

Solution
CAUSE: Poor phone line conditions exist.
Improper reception picture, RTN/PIN reception.

SOLUTION: Resend fax. If problem persists adjust the transmit attenuation using the following procedure:
1. Press [FUNCTION], [SET] and [CONTRAST] three times.
2. Press [FUNCTION], [1] and [DOWN ARROW] twice.
3. Press [SET], [0], [E], [2], [6], [6], [SET] and [STOP] twice.
If problem still persists, have phone lines checked.

Solution ID TAUS0600203EN00 **Solution Usage** 12

Description
M001

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Solution
CAUSE: Abnormality of motor.

SOLUTION: Replace BL Motor Assembly (p/n 7480-1550).

Solution ID TAUS0600782EN00 **Solution Usage** 12

Description
M030
LCD shows CHANGE T-BOTTLE.

Solution
CAUSE: The toner waste bottle needs to be replaced.

SOLUTION: Replace the toner waste bottle.
When this error occurs, the machine will receive all faxes into memory. They will be printed from memory when the toner waste bottle is replaced.

Solution ID TAUS0600024EN00 **Solution Usage** 11

Description
No dial tone on handset or speaker.

Solution
CAUSE: Dead phone line, phone line disconnected from wall jack/fax, or damaged NCU board.

SOLUTION: Plug handset directly into the phone jack at the wall. If there is no dial tone, the phone line is dead. If dial tone is present, the NCU (p/n 748187970) could be bad.

Solution ID TAUS0601283EN00 **Solution Usage** 11

Description
How to print activity journal.

Solution
Press [FUNCTION], [2] and [SET] twice.

Solution ID TAUS0600011EN00 **Solution Usage** 10

Description
CHECK DRUM

Solution
CAUSE: The drum set is nearing the end of its life.

SOLUTION: Replace the drum unit (PCUA number 930-821) with a new unit. If drum unit was replaced and did not clear error message, reset the drum counter using the following procedure.
1. Press [FUNCTION], [SET] and [CONTRAST] three times.
2. Press [FUNCTION], [1], [DOWN ARROW], and [SET].
3. Display should now show
SET PRINTER EEPROM
DRUM = (current drum count)
4. Press [0] five times to zero out old drum count.
5. Press [SET] and then [STOP] twice.
6. The LCD will still show CHECK DRUM. Turn fax OFF for about five seconds, and then turn it back ON.
7. CHECK DRUM message should now be cleared.

Solution ID TAUS0600014EN00 **Solution Usage** 10

Description
CHECK TONER

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Solution
CAUSE: The remaining amount of toner is small and will run out shortly.

SOLUTION: Ensure that you have a new toner set (PCUA number 930-822) on hand to replace the toner set that is inside the fax, as it will have to be replaced shortly.

Solution ID TAUS0601814EN00 **Solution Usage** 10

Description
Developer spew.

Solution
PROBABLE CAUSES:
1. Bad drum ground. Reform ground contacts.

2. Drum is chipped or scratched causing arcing. Replace drum unit (PCUA 930-821).

3. Bad grounding for charge corona ground tab. Reform contacts on drum unit or facsimile machine.

4. Bad discharge eraser LED. Replace transfer unit (p/n 7480-2510).

5. Bad high voltage unit. Replace high voltage unit (p/n 748085050).

6. Loose connection to the Varistor Assembly (p/n 748085280). Ensure that the assembly is mounted securely to the frame of the machine.

Solution ID TAUS0606171EN00 **Solution Usage** 10

Description
Cannot transmit or receive.

Solution
CAUSE: Faulty NCU board.

SOLUTION: Replace the NCU board (p/n 748187970). Perform an ALL DATA initialization after installing new board.

Solution ID TAUS0602449EN00 **Solution Usage** 9

Description
Is it possible print an activity journal from 1.5 months back?

Solution
Fax can only print the last one hundred communications.

Solution ID TAUS0600008EN00 **Solution Usage** 8

Description
D282
LCD shows REDIAL OVER.

Solution
CAUSE: Fax machine was not able to contact remote fax.
Answer tone (DED/DIS) after dialing ends cannot be detected at the time of calling.

SOLUTION: The remote fax was busy during all of the redials, fax number dialed was incorrect, or remote fax was set to Manual Receive mode and the call was never answered.

Solution ID TAUS0600206EN00 **Solution Usage** 8

Description

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M029
LCD shows CHANGE TONER.

Solution
CAUSE: Toner has run out.

SOLUTION: Replace toner unit (PCUA number 930-822).

Solution ID TAUS0600323EN00 **Solution Usage** 8

Description
LCD is blank or may contain random characters.

Solution
CAUSE: The memory service board did not make contact with the main control board or EPROMs/memory upgrade may be defective.

SOLUTION: Ensure memory service board is aligned. Verify that EPROMs and memory chips are properly seated into the correct slots, and that all legs are in the correct slots. If this does not correct problem, replace the EPROMs and/or memory chips, as required.

Solution ID TAUS0600397EN00 **Solution Usage** 8

Description
XMIT DOOR OPEN
Document feeder door is open.

Solution
CAUSE: The transmitter door is open or the transmitter door interlock is bad or out of alignment.

SOLUTION: Close the document feeder. If this does not clear error message, the transmitter door switch assembly (p/n 7481-1080) may need to be replaced or aligned.

See FAX 820/825 Bulletin #14 .

Solution ID TAUS0602933EN00 **Solution Usage** 8

Description
How to set number of ring tones.

Solution
Press function, set, enter 800, set, up arrow four times, set, select pulse or PB tone, then press set, enter number of rings, (if a data of zero is entered, the phone will ring one half of a ring) then press set and stop to return the machine to the standby mode.

Solution ID TAUS0611622EN00 **Solution Usage** 8

Description
R408

Solution
CAUSE: Poor phone line conditions exist.
Carrier off during reception of picture information.

SOLUTION: Have transmitter resend fax. If problem persists, have phone lines checked.

Solution ID TAUS0655204EN00 **Solution Usage** 8

Description
How to set receive reduction.

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Solution

To allow legal pages to be reduced onto letter size paper, set Page Divide Margin to 99 mm, using the following steps.
1. Press [FUNCTION], [SET], [8], [0], [0] and [SET].
2. Press [UP ARROW] three times, [SET], [9], [9], [SET] and [STOP].

Solution ID TAUS0600021EN00 **Solution Usage** 7

Description

How many pages can be put in memory?

Solution

Determine amount of memory in machine by printing the Parameter List using the following steps.
1. Press [FUNCTION], [SET] and [CONTRAST] three times.
2. Press [FUNCTION], [2] and [START].

Look at heading labled MEMORY CAPACITY.
384KB RAM = 1/2 MB = 29 Pages*
1,408KB RAM = 1 1/2 MB = 107 Pages*

* Number of pages are approximate and based on a letter size original with 4% coverage of print.

Solution ID TAUS0602288EN00 **Solution Usage** 7

Description

OMR error

Solution

OMR sensor is defective. Replace OMR sensor (p/n 7480-8080) as needed.

Solution ID TAUS0604175EN00 **Solution Usage** 7

Description

How to change the amount of time the fax takes to timeout when it receives a busy signal.

Solution

Lower the T1 timer at address 158. The default setting is 55 second.

Note: Address 158 is not listed in the fax 820/825 manual.

Solution ID TAUS0604378EN00 **Solution Usage** 7

Description

Received faxes and copies are blank.

Solution

CAUSE: A wire for the LED printhead wire harness is broken or pinched.

SOLUTION: Repair the wire as needed.

Solution ID TAUS0600128EN00 **Solution Usage** 6

Description

S135

Solution

CAUSE: Logic error concerning file operation.

SOLUTION: RAM chips or Main CB (p/n 746087940) are defective.

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Solution ID TAUS0600292EN00 **Solution Usage** 6

Description

TCR and Journal show that pages sent is one more than the actual number of pages sent.
Example: 02/01 or 03/02.

Solution

CAUSE: The Transmit Confirmation Report is set to PRINT AND XMIT. When the Transmit Confirmation Report is set to the PRINT AND XMIT mode, the transmitted report is also counted as a page. This occurs even though there was no physical original.

SOLUTION: This is normal operation when the machine is set to this mode. To disable this mode, perform the following steps.
1. Press [FUNCTION], [SET], [8], [0], [0], and [SET].
2. Press [UP ARROW] 5 times and [SET] 4 times.
3. Press [SELECT] repeatedly to change setting to either PRINT or OFF.
4. Press [SET] and then [STOP] to store setting.

Solution ID TAUS0600312EN00 **Solution Usage** 6

Description

How to change redial (attempts and interval).

Solution

To change the number of redial attempts, perform the following steps.
1. Press [FUNCTION], [SET] and [CONTRAST] three times.
2. Press [FUNCTION], [1], [DOWN ARROW] twice and [SET].
3. Press [0], [B] and [0].
Note: For the [B], use the One Touch key 05 on the right.
4. Enter the number of redials. Selectable values are:
01 to 09 = 1 ring to 9 rings
0A = 10 rings
0B = 11 rings
0C = 12 rings
0D = 13 rings
0E = 14 rings
0F = 15 rings
5. Press [SET] and then [STOP] twice.

To change the redial interval, perform the following steps.
1. Press [FUNCTION], [SET] and [CONTRAST] three times.
2. Press [FUNCTION], [1], [DOWN ARROW] twice and [SET].
3. Press [0], [B] and [1]
4. Input the redial time interval desired, in minutes, as a two-digit number.
5. Press [SET] and then [STOP] twice.

Solution ID TAUS0600732EN00 **Solution Usage** 6

Description

How to change the pause time for the pause key.

Solution

Use function parameter, address 156, to change the inter-digit pause period.
To change the pause time, perform the following steps.
1. Press [FUNCTION], [SET], [CONTRAST] three times.
2. Press [FUNCTION], [1], [DOWN ARROW] twice and [SET].
3. Input address 156 and then input the desired pause time as a two-digit hexidecimal number . Suggested values are:
   02 = 2 seconds
   05 = 5 seconds
   0A = 10 seconds
   0F = 15 seconds
4. Press [SET] and then [STOP] twice.

Solution ID TAUS0603883EN00 **Solution Usage** 6

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Description
M005, CALL FOR SERVICE.

Solution
CAUSE: Mechanical error in the printing system.

SOLUTION: Check the following items.
1. Reset the machine by turning it off and then on.

2. Perform a ROM CHANGE initialization.

3. Replace the printer CB [p/n 748085200] and the printer EEPROM [p/n 7500-9210] on the main CB.

Solution ID TAUS0612072EN00 **Solution Usage** 6

Description
How to print one touch list.

Solution
To print a program key list, press [FUNCTION], [2], [SELECT] twice, and then either [SET] or [START].

See page 65 in the FAX 820L/825L User's Reference Guide.

Solution ID TAUS0612201EN00 **Solution Usage** 6

Description
Turnguide jam countermeasure modification (p/n FE97-1020) needs to be installed per Bulletin number 11. Turnguide door (p/n 748013050 upper or p/n 748013190 lower) may also be replaced if it is worn or damaged.

Solution
Dispatch Technician or have customer contact Dealer to have machine serviced.

Solution ID TAUS0600012EN00 **Solution Usage** 5

Description
S120

Solution
CAUSE: LCD shows MEMORY FULL.
Image memory capacity is over-filled.
No vacancy in file (RAM).

SOLUTION: Documents scanned into memory for transmission have overfilled image memory. Only documents that were fully scanned into memory will be transmitted. Any remaining documents will have to be retransmitted.

End user can transmit using ADF direct to bypass memory.
1. Place document face down on the ADF tray and select the proper modes, such as resolution and contrast, if necessary.
2. Press [FUNCTION] then [#].
3. Press [1] or [DOWN ARROW]. The ADF transmission selection screen will be displayed.
4. Select ON by pressing [SELECT].
5. Press [SET]. The machine will return to standby.
6. Start communication by dialing a remote station number.
Note: Machine will reset to Memory Transmission Mode after this transmission has ended.

Solution ID TAUS0600121EN00 **Solution Usage** 5

Description
S130

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Solution
CAUSE: Memory device destruction.

SOLUTION: RAM chips or Main CB (p/n 746087940) are defective.

Solution ID TAUS0600169EN00 **Solution Usage** 5

Description
T239

Solution
CAUSE: Fax was not able to transmit to a remote location. This is the fax machines's last attempt to redial a location after previous errors.

SOLUTION: Check activity journal or confirmation report to see what error codes proceeded the T239 for this same communication.

Solution ID TAUS0600205EN00 **Solution Usage** 5

Description
M026
LCD shows NO DRUM/TONER.

Solution
CAUSE: Drum and toner units are not in the fax.

SOLUTION: Reseat the drum and toner units into the main body.

Solution ID TAUS0600277EN00 **Solution Usage** 5

Description
Dual access does not work.
After a job has been loaded into memory and communication has begun, the fax does not allow another job to be stored.

Solution
CAUSE: The user is dialing the phone number before the document has been placed in the ADF. The dual access feature will work only if the documents are loaded in the ADF tray before the telephone number is dialed.

SOLUTION: Instruct the user to insert the documents into the ADF tray before dialing the phone number.

Solution ID TAUS0600954EN00 **Solution Usage** 5

Description
Deletions on printed pages. Blank line about 1/8 inch wide.

Solution
PROBABLE CAUSES:
1. Defective drum unit. Check drum unit by swapping it with a known good unit.

2. Defective LED print head. Replace LED print head (p/n 748085030) as needed.

Solution ID TAUS0601797EN00 **Solution Usage** 5

Description
Paper does not fully exit, must be pulled from the machine.

Solution
CAUSE: Exit drive belt is slipping. This is due to a worn drive belt, or dirty or worn exit roller bushings.

SOLUTION: Clean the exit roller bushings, shafts, pulleys, and drive belt with isopropol alcohol and/or replace worn parts as needed.
drive belt (p/n 748015610)

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Solution ID TAUS0602743EN00 **Solution Usage** 5

Description
How to disable/enable the header?

Solution
Perform the following steps.
1. Press [FUNCTION] and then [SET].
2. Enter a 3-digit super-user ID and press [SET].
3. Press [UP ARROW] twice and [SET] twice.
4. Press [DOWN ARROW] and the normal header setting will be displayed.
5. Select the format (OFF/OUTSIDE/INSIDE) by pressing the [SELECT] button.

Solution ID TAUS0600013EN00 **Solution Usage** 4

Description
M042
LCD shows CHECK TONER.

Solution
CAUSE: The remaining amount of toner is small and will run out shortly.

SOLUTION: Ensure that you have a new toner set (PCUA number 930-822) on hand to replace the toner set that is inside the fax, as it will have to be replaced shortly.

Solution ID TAUS0600070EN00 **Solution Usage** 4

Description
M015

Solution
PROBABLE CAUSES:
1. Printer Jam. Remove paper jam and reset error message by opening and closing recording section door.

2. Paper feed link for the upper cassette friction pad is out of position. Align paper feed link.

3. Second paper feed clutch is worn. Replace second paper feed clutch (p/n 748085240) as needed.

4, The resist rollers are worn. Replace the pressure resist roller (p/n 748046440) and/or resist roller assembly (p/n 7480-4610) as needed.

Solution ID TAUS0600077EN00 **Solution Usage** 4

Description
M019
LCD shows NO PAPER.

Solution
CAUSE: Lower cassette has been removed from main body.

SOLUTION: Insert cassette into main body.

If inserting cassette into mainbody does not clear message, it may indicate photo interrupter (p/n 748085310) has failed.

Solution ID TAUS0600090EN00 **Solution Usage** 4

Description
M060
LCD shows XMIT DOOR OPEN.

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Solution
CAUSE: Document feeder door is open.

SOLUTION: Close the document feeder. If this does not clear error message, the transmitter door switch assembly (p/n 7481-1080) may need to be replaced. See FAX 820/825 Bulletin #14 .

Solution ID TAUS0600389EN00 **Solution Usage** 4

Description
Toner cartridge yield.

Solution
Approximately 9,000 letter size (8.5x 11) pages, with 4% fill of printing.

Toner unit: PCUA number 930-822.

Solution ID TAUS0601200EN00 **Solution Usage** 4

Description
Locked up.

Solution
Reset fax by turning it OFF, and then back ON.

Solution ID TAUS0601258EN00 **Solution Usage** 4

Description
Legal size paper comes through fax with the last three inches wavy. This appears to happen after the fuser unit. This does not occur on letter size paper.

Solution
CAUSE: Improper drive on exit rollers

SOLUTION: Replace exit rollers and diamond shaped drive belt.

Solution ID TAUS0601262EN00 **Solution Usage** 4

Description
ADD TONER does not clear after adding toner.

Solution
Suggested checking the toner addition clutch and solenoid.

Solution ID TAUS0602194EN00 **Solution Usage** 4

Description
How to install a new toner bottle.

Solution
Open the upper unit as if to clear a paper jam or install a new toner. Open the access door just below the operator's panel. Slide the toner bottle door up. Install the new bottle the same way that the old one was installed.

Solution ID TAUS0602660EN00 **Solution Usage** 4

Description
Cant access proper menu to program a one touch key.

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Solution
Turned machine off then on.

Solution ID TAUS0602751EN00 **Solution Usage** 4

Description
Fax machine keeps ringing but does not answer.

Solution
Ensure that the telephone line is plugged into the jack in the back of the machine that is marked line.

Solution ID TAUS0602777EN00 **Solution Usage** 4

Description
The memory has 44% storage but will not print.

Solution
CAUSE: Fax is set to Forced Memory Reception.

SOLUTION: Use the File print option to force print.
1. Press [FUNCTION] and [3].
2. Press [SELECT] repeatedly until File Special is displayed.
3. Enter the Super User ID (default is 800) and press [SET].
4. Forced Print will show in the display.
5. Press [SET].

This procedure is found on page 212 of the 820L/825L and page 210 of the FP version of the User Reference Guide.

Solution ID TAUS0602921EN00 **Solution Usage** 4

Description
How to add numbers onto an existing multistation program without overwriting the current contents.

Solution
The current contents of a key will be overwritten.

RECOMMENDATION: Add some dummy ABBR keys when first trying to program a multistation key. These can then be changed to actual numbers when such numbers need to be added.

Solution ID TAUS0603272EN00 **Solution Usage** 4

Description
How to erase an ABBR number.

Solution
To erase an ABBR number;

press
1. [FUNCTION], [1]
2. [DOWN ARROW]
3. [SELECT], [SET]
4. Enter the two digit ABBR number to be cancelled.
5. [SET]
6. [STOP]

Solution ID TAUS0603937EN00 **Solution Usage** 4

Description
How to adjust the speaker volume.

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Solution
There is a thumb wheel on the left side of the machine.

Solution ID TAUS0612195EN00 **Solution Usage** 4

Description
CALL SERVICE message. Nothing works on the machine.

Solution
Check Function Parameter address 0D2 to see if it changed from 00 to 01. If it did, reset it to 00 by performing the following steps.
1. Press [FUNCTION, [SET] and [CONTRAST] three times.
2, [FUNCTION], [1], [DOWN ARROW] twice and [SET].
3. Press [0], [D], [2], [0], [0], [SET] and [STOP] twice.

TECHNICIAN ONLY: If CALL SERVICE re-appears, check the exhaust fans for lockup or burned out condition.

Check with caller to see if there is an error code starting with M in the LCD. If there is, use this code to determine where specific error is occuring.

Solution ID TAUS0612202EN00 **Solution Usage** 4

Description
Paper jammed in cassette

Solution
CAUSE: Paper misfeed.

SOLUTION: Clear paper jammmed in cassette.

Solution ID TAUS0612251EN00 **Solution Usage** 4

Description
Caller wants to forward fax calls to another fax.

Solution
Forwarding calls is a function of the phone system. The fax cannot forward calls.

Solution ID TAUS0612320EN00 **Solution Usage** 4

Description
How turn on the stamp.

Solution
To turn on the stamp, perform the following:
1. Press [FUNCTION], [SET], [8], [0], [0], and [SET].
2. Press [DOWN ARROW] eight times, [SET] three times, [SELECT], [SET], [STOP].

Solution ID TAUS0655063EN00 **Solution Usage** 4

Description
Prints blank.

Solution
CAUSE: When the a new developer unit was installed, the mylar strip was not removed from the developer sleeve.

SOLUTION: Remove mylar from the new Developer (Toner) unit.

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Solution ID TAUS0655120EN00 **Solution Usage** 4

Description
SELF DIAG
All LEDs will light, and the machine will reset at random times when receiving or transmitting.

Solution
CAUSE: The machine's memory has become scrambled.

SOLUTION: First print a list of all One-Touch Key and ABBR numbers for later reference.
Perform an All Data Clear initialization, by performing the following steps.
1. Press [FUNCTION], [SET], [CONTRAST] three times.
2. Press [FUNCTION], [7] and [SET].
3. Press [SELECT] until LCD shows ALL DATA.
4. Press [SET] and then [STOP] twice.

This initialization will clear all of the One Touch keys and ABBR numbers. They must be reprogrammed by the technician or end user.

Solution ID TAUS0600097EN00 **Solution Usage** 3

Description
M070
LCD shows DOCUMENT JAM.

Solution
CAUSE: Read point sensor does not turn on.

SOLUTION: Open the document feeder cover and remove any mishandled documents. Close the document feeder door to reset error message. In some cases you may have to power off the fax for several seconds to clear the error.

If this error occurs frequently clean the ADF roller and separator pad. Replace read point sensor (p/n 7480-8070) as needed.

Solution ID TAUS0600286EN00 **Solution Usage** 3

Description
Black horizontal lines on transmissions and copies. The lines are printed from left to the right, across the narrow width of the page.

Solution
CAUSE: The contact image sensor (CIS) assembly has failed.

SOLUTION: Replace the CIS assembly (p/n 7480-4070).

Note: If the lines are vertical (top to bottom across the long width of the page) activate the the Common Problem for vertical black lines.

Solution ID TAUS0600650EN00 **Solution Usage** 3

Description
How to store ADF direct under a one touch key.

Solution
Instruct on procedure.

Solution ID TAUS0601256EN00 **Solution Usage** 3

Description
Rings, and LCD shows receiving, but ring continues and never picks up incoming call.

Solution
CAUSE: NCU Board is recognizing incoming call but is not connecting fax to phone line.

SOLUTION: Possible defective CML relay on NCU. Replace NCU Board.

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Solution ID TAUS0601621EN00 **Solution Usage** 3

Description
Can fax be set up to auto switch cassettes when it is receiving, and one of the cassettes runs out of paper?

Solution
Cassettes should auto switch automatically.

Solution ID TAUS0601757EN00 **Solution Usage** 3

Description
What are the total number of transmissions and receptions on this fax machine?

Solution
Print the Settings List, using the following steps, to show this information.
Press [FUNCTION], [2], [SELECT] 4 times, [SET], [8], [0], [0], [SELECT] and [START].

Solution ID TAUS0601872EN00 **Solution Usage** 3

Description
Cannot dial long distance. Can dial local

Solution
Problem is with phone line. Need access code for long distance.

Solution ID TAUS0602455EN00 **Solution Usage** 3

Description
If user ID list is printed will the monthly pages that were tx be erased.

Solution
Yes.

Solution ID TAUS0602995EN00 **Solution Usage** 3

Description
One-touch number does not dial the abbreviated number.

Solution
Initialize the one-touch keys using the following steps.
1. Press [FUNCTION], [SET] and [CONTRAST] three times.
2. Press [FUNCTION] and [7].
3. Press [SELECT] until LCD reads PROGRAM.
4. Press [SET] and [STOP] twice.

Solution ID TAUS0603329EN00 **Solution Usage** 3

Description
The customer wishes to print out a lost file job report to see what files they lost when they unplugged the machine several days ago.

Solution
PROBLEM: Can a lost file job report be printed a few days after the unit was powered back up?

SOLUTION: No. The lost file job report is printed immediately after power is restored to the machine. This is the only time that this report is printed. The activity journal may contain files that were received but not printed out at the time of the power loss.

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Solution ID TAUS0603393EN00 **Solution Usage** 3

Description
Vertical lines on all prints.

Solution
CAUSE: The charge corona is dirty.

SOLUTION: Clean the charge corona using the orange sponge located at the back left hand side of the machine. The charge corona is located to the left of the drum. If this fails to alleviate the problem service will be required.

Solution ID TAUS0603494EN00 **Solution Usage** 3

Description
Blotchy copies.

Solution
CAUSE: Drum is reaching the end of it's life.

SOLUTION: Replace drum.

Solution ID TAUS0603625EN00 **Solution Usage** 3

Description
Not receiving.

Solution
CAUSE: Phone line was plugged into the TEL jack.

SOLUTION: Plug phone line into the jack that is labeled LINE.

Solution ID TAUS0603931EN00 **Solution Usage** 3

Description
Originals are transmitted half blank. Also, occurs on the TCR and copies.

Solution
CAUSE: The CIS (Contact Image Sensor) is dirty or bad.

SOLUTION: Clean CIS with glass cleaner and soft cotton pad. Replace CIS (p/n 7480-4080) if problem persists after cleaning.

Solution ID TAUS0605161EN00 **Solution Usage** 3

Description
How to cancel memory transmissions.

Solution
Reserved transmission cannot be cancelled. To cancel unreserved transmission, cycle machine power OFF/ON.

Solution ID TAUS0612091EN00 **Solution Usage** 3

Description
How to delete a document stuck in memory.

Solution
Press [FUNCTION], [7], [SET], enter 3 digit communication number then press [SET].

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If the above procedure does not clear the document, turn the fax off/on to clear it.

Solution ID TAUS0612263EN00 **Solution Usage** 3

Description
How to run with top open for troubleshooting purposes (noise identification).

Solution
Use LBP Printer Test mode. See page 5-17 and 6-2 in the FAX 820L/825L Service Manual.

Solution ID TAUS0612331EN00 **Solution Usage** 3

Description
Light or faintly printed pages.

Solution
CAUSE: The toner density sensor, on the toner unit is bad.

SOLUTION:: Verify that the toner sensor is bad by using the toner unit in another fax, and running 20 copies. If the toner addition solenoid on the rear of the fax does not fire, replace the toner unit (PCUA 930-822).

Solution ID TAUS0612347EN00 **Solution Usage** 3

Description
Will not Tx occationally.

Solution
CAUSE: Fax is dialing too fast for the internal telephone system.

SOLUTION: Instruct the operators to use the pause after dialing 9 for external access.

Solution ID TAUS0612380EN00 **Solution Usage** 3

Description
Will not Rx. Tx is good.

Solution
CAUSE: Bad telephone line.

SOLUTION: Test the line by calling the fax machine. Have a telephone plugged into the line to determine if line is ringing. If line does not ring the problem is in the line and should be serviced by the appropriate vendor.

Solution ID TAUS0600048EN00 **Solution Usage** 2

Description
M003

Solution
CAUSE: Disconnection of Thermistor.

SOLUTION: Verify connection of thermistor. Replace thermistor (p/n 7480851200) as needed.

To clear the error, reset Function Parameter address 0D2, bit 0, to a 0, using the following steps.
1. Press [FUNCTION], [SET] and [CONTRAST] three times.
2. Press [FUNCTION], [1] and [DOWN ARROW] twice.
3. Press [SET], [0], [D], [2], [0], [0], [SET] and [STOP] twice.

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Solution ID TAUS0600086EN00 **Solution Usage** 2

Description
M028
LCD shows NO T-BOTTLE.

Solution
CAUSE: T-Bottle is not set in the main body.

SOLUTION: Insert T-Bottle into main body.

Solution ID TAUS0600138EN00 **Solution Usage** 2

Description
T200

Solution
CAUSE: Fax was not able to contact the remote fax machine.
No response from the remote machine (T1 time over).

SOLUTION: Verify fax phone number and resend fax.

Solution ID TAUS0600221EN00 **Solution Usage** 2

Description
R404

Solution
CAUSE: Poor phone line conditions exist.
Abnormality of FIF of NSS/DCSPoor phone line conditions exist.

SOLUTION: Have transmitter resend fax. If problem persists, have phone lines checked.

Solution ID TAUS0600318EN00 **Solution Usage** 2

Description
For tracking purposes, a customer would like the fax to print out an acknowledgement after receiving a fax.

Solution
CAUSE: Printing an activity journal is the only method to verify receipt of a fax.

SOLUTION: Set Function Parameter address 164 to a value of 01 by performing the following steps.
1. Press [FUNCTION], [SET] and press [CONTRAST] 3 times.
2. Press [FUNCTION], [1] and press [DOWN ARROW] 2 times.
3. Press [SET], [1], [6], [4], [0], [1], [SE] and press [STOP] 2 times.
4. This will allow the activity journal to print after each reception or transmission.

Solution ID TAUS0600386EN00 **Solution Usage** 2

Description
Drum life/yield.

Solution
15,000 letter size pages.

Drum unit - PCUA number 930-821

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Solution ID TAUS0601246EN00 **Solution Usage** 2

Description
The fax will try to feed paper even if the cassettes have been removed, and will not give a jam code.

Solution
CAUSE: The printer test switch (DSW101, switch 1) on the printer control board is in the ON (up) position. This enables the printer test mode and the fax will ignore paper jam conditions.

SOLUTION: Turn OFF the power, remove the access plate on the rear, bottom left of the fax, and move the switch to the OFF (down) position.

Solution ID TAUS0601383EN00 **Solution Usage** 2

Description
Memory chips do not have cut off corner.

Solution
Some new memory chips may not have this cut off corner. These new memory chips will have a small dot on one end that matches where the cut off corner would normally be located.

New memory chips .

Solution ID TAUS0601733EN00 **Solution Usage** 2

Description
Feeds to registration roller then stops Upper tray never feeds at all.

Solution
Found blown fuse on the Connector Board A.

Solution ID TAUS0601764EN00 **Solution Usage** 2

Description
M014 message won't clear.

Solution
Printer interlock switch actuator stuck in down position.

Solution ID TAUS0602161EN00 **Solution Usage** 2

Description
ADF multifeeding.

Solution
Install new style seperator pad p/n 748140280.

Solution ID TAUS0602393EN00 **Solution Usage** 2

Description
Can you program the machine to print out a report after every received fax?

Solution
Yes. Set address 164 to 01, to print activity journal after every reception.

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Solution ID TAUS0602454EN00 **Solution Usage** 2

Description
How to enable\disable Access Protect.

Solution
To enable\disable Access Protect, do the following steps.
1. Press [FUNCTION] and [SET].
2. Enter user ID number. The default is 800.
3. Press [SET], and [DOWN ARROW].
4. Press [SELECT] to switch from on or off.
5. Press [SET] and [STEP].

Refer to pages 120 in the 820L/825L User's Reference Guide.

Solution ID TAUS0603015EN00 **Solution Usage** 2

Description
Not auto redialing.

Solution
Performed ROM change initialization.

Solution ID TAUS0603050EN00 **Solution Usage** 2

Description
The customer wishes to program a delayed transmission for a multi station key.

Solution
Program the multi station key. Then program the delayed transmission into the machine. After the time is set press the multi station key. The documents will then be scanned into memory.

Solution ID TAUS0603142EN00 **Solution Usage** 2

Description
The machine is stream feeding.

Solution
Recommended replacing the feed clutch.

Solution ID TAUS0603353EN00 **Solution Usage** 2

Description
Fax will not communicate with other manufactures machine.

Solution
CAUSE: Communication between machines is not correct.

SOLUTION: Change function parameter 0ED to a 28.

Solution ID TAUS0603776EN00 **Solution Usage** 2

Description
Machine rings but will not answer.

Solution
Replace NCU board p/n 748187970.

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Solution ID TAUS0605574EN00 **Solution Usage** 2

Description
Is the FAX 820L upgradable to the FAX 825L?

Solution
There is no FAX 825L upgrade kit for the FAX 820L. The main control board and the memory board for the two machines are different.

Solution ID TAUS0606792EN00 **Solution Usage** 2

Description
The fuser drive gear.

Solution
This part is a gear that is found in a 6190 (P/N 454077150).

Solution ID TAUS0611701EN00 **Solution Usage** 2

Description
Where is the serial number located on the FAX 820L?

Solution
The serial number is located on the back cover and is listed on a silver label.

Solution ID TAUS0612159EN00 **Solution Usage** 2

Description
S141

Solution
CAUSE: Mark in sheet of local OMR (Optical Mark Reader) cannot be detected. Original being used has bent corners, ragged edges, or holes.

SOLUTION: Make a copy of original and resend fax.

Solution ID TAUS0612306EN00 **Solution Usage** 2

Description
How to cancel a redial.

Solution
To cancel a redial, perform the following:
1. Press [UP ARROW] or [DOWN ARROW] repeatedly to display selected redial that you want to cancel.
2. Press [STOP] and then [START] to cancel selected redial.

Solution ID TAUS0655138EN00 **Solution Usage** 2

Description
Square line about 5mm long on received copy 110mm down.

Solution
Index Print set to on. Turn off by pressing [FUNCTION], [SET],
[8], [0], [0], [SET], [UP ARROW], [UP ARROW], [UPARROW], select OFF, [SET].

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Solution ID TAUS0600107EN00 **Solution Usage** 1

Description
M077
LCD shows DOCUMENT JAM.

Solution
CAUSE: Short stay of manuscript and JAM.

SOLUTION: Open the document feeder cover and remove any mishandled documents. Close the document feeder door to reset error message. Clean ADF roller and separator pad if this error occurs frequently.

Solution ID TAUS0600926EN00 **Solution Usage** 1

Description
System data list shows 14.4K modem (FAX 820L only has a 9,600 bps modem).

Solution
CAUSE: Fax's memory has become scrambled and needs to be initialized.

SOLUTION: To initialize the fax, perform the following steps.
1. Press [FUNCTION], [SET], [CONTRAST] three times.
2. The display should now show SERVICE MODE.
3. Press [FUNCTION] and then [7].
4. The display should now show INITIAL, MODE=ROM CHANGE.
5. Press [SET] to perform ROM CHANGE initialization.
6. Press [STOP] twice to return to standby display.

Solution ID TAUS0601372EN00 **Solution Usage** 1

Description
No dial tone. Fax can send and receive.

Solution
Check that handset is plugged into the cradle, and the cradle is plugged into the NCU board.

Solution ID TAUS0601591EN00 **Solution Usage** 1

Description
How to reset toner counter.

Solution
There is no toner counter.

Solution ID TAUS0601624EN00 **Solution Usage** 1

Description
Incoming fax causes transmission to break off.

Solution
CAUSE: Customer has CALL WAITING feature turned on.

SOLUTION: Have customer instruct telephone company to turn off the CALL WAITING feature.

Solution ID TAUS0601646EN00 **Solution Usage** 1

Description
Lines on transmissions and copies, but not on reports. Lines are from lead-to-trail, but not always in the same position.

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Solution
CAUSE: Soiled white reference plate.

SOLUTION: Clean white reference plate, inside ADF.

Solution ID TAUS0601711EN00 **Solution Usage** 1

Description
How many pages can print when CHECK DRUM message is displayed?

Solution
100 copies remain when message is displayed.

Solution ID TAUS0601776EN00 **Solution Usage** 1

Description
Latest EPROM level, 820L.

Solution
IC1 = 29.4 (p/n 825L11-29.5)
IC2 = 29.4 (p/n 825L12-29.4)

Solution ID TAUS0601940EN00 **Solution Usage** 1

Description
D298 errors, when receiving.

Solution
Perform a ROM change, and change function parameter addresses 0E6, 0E7, and 0EC.

Solution ID TAUS0601941EN00 **Solution Usage** 1

Description
Will not Rx.

Solution
CAUSE: Forced memory reception.

SOLUTION: Set forced memory reception to off by: [FCN], [SET], 8,0,0, [SET], press DOWN ARROW 4 times, [SELECT], [SET], [STOP]
Print documents in memory: [FCN], 3, press [SELECT] 3 times, [SET], 8,0,0, [SET], [START].

Solution ID TAUS0601943EN00 **Solution Usage** 1

Description
All prints black.

Solution
Recommended drum unit or HV power supply.

Solution ID TAUS0601945EN00 **Solution Usage** 1

Description
Prints light.

Solution

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Tech cleaned up spew and machine is working fine.

Solution ID TAUS0602160EN00 **Solution Usage** 1

Description
What is the part number for the paper tray size actuator?

Solution
U090-1600.

Solution ID TAUS0602241EN00 **Solution Usage** 1

Description
Customer wants a confirmation report after every received fax.

Solution
Turn on the Activity journal and set it to every 100. Change function parameter address 164 to 01.

Solution ID TAUS0602249EN00 **Solution Usage** 1

Description
Display is stuck on store stopped.

Solution
Had the customer cycle the power.

Solution ID TAUS0602270EN00 **Solution Usage** 1

Description
The tray lift plate is not lifted high enough when the tray is full of paper to contact the feed roller.

Solution
Check the side guides of the tray to insure proper paper movement and no binding of the lift plate. Next check the position of the lift arm by removing the tray and tripping the release. The top of the lift arm should be just above the bottom of the feed roller. If this is good check the lift spring for tension.

Solution ID TAUS0602274EN00 **Solution Usage** 1

Description
T252

Solution
Modem in 820L locks up on mcf handshake. Replace main control board.

Solution ID TAUS0602324EN00 **Solution Usage** 1

Description
Jammed.

Solution
Dispatch technician.

Solution ID TAUS0602344EN00 **Solution Usage** 1

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Description
M014

Solution
Registration clutch is faulty

Solution ID TAUS0602685EN00 **Solution Usage** 1

Description
Customer wanted to always transmit in fine mode.

Solution
[FUNC], [SET], 8, 0, 0, [SET], [UP ARROW] X5, [SET], [SELECT], [SET], [STOP].

Solution ID TAUS0603325EN00 **Solution Usage** 1

Description
Super user ID 800 will not work.

Solution
Initialize fax.

Solution ID TAUS0603623EN00 **Solution Usage** 1

Description
Can the fax transmit from memory?

Solution
Memory transmission is defaulted on unless it is turned off in the programming.

Solution ID TAUS0603667EN00 **Solution Usage** 1

Description
How to set up a mail box.

Solution
In order to use mail boxes both machines must be Konica machines and of similar design (950/955, 820/825, 9715). To set up MAIL BOXES perform the following steps.

Store a User ID using the following steps.
1. Press [FUNCTION] and [SET]
2. Press [8], [0], [0] and [SET].
Note: If this step does not work, initialize the User ID's.
3. Press [DOWN ARROW] twice and [SET].
4. Enter a 3-digit ID between 001-999 and then press [SET].
5. Enter a user ID name using the ONE-TOUCH program keys and the press [SET].
6. Press [SELECT] until the display says SUPER USER = OFF and then press [SET].
7. Press [STOP].

Define the mail box using the following steps.
1. Press [FUNCTION], [1], [UP ARROW] and [SET].
2. Enter the same 3-digit user ID as in step 4 above and then press [SET].
3. Enter a 4-digit mail box key number and then press [SET].
4. Press [STOP].

The mail box is now ready for use. See pages 198 to 210 in the FAX 820L/825L User's Reference Guide for information on storing, printing, erasing, transmitting, polling and receiving using the mail box.

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Solution ID TAUS0603688EN00 **Solution Usage** 1

Description
How to increase modem speed.

Solution
The FAX 820L only has a 9,600 bps modem.

Solution ID TAUS0603746EN00 **Solution Usage** 1

Description
R431.

Solution
CAUSE: ECM fall-back over without receiving any correct frame.

SOLUTION: Have transmitter resend document. Have phone lines checked if error reoccurs.
Problem at transmitter.

Solution ID TAUS0604347EN00 **Solution Usage** 1

Description
Lower tray will not register.

Solution
CAUSE: Paper is stuck behind the cassette.

SOLUTION: Clear paper from behind the cassette.

Solution ID TAUS0604372EN00 **Solution Usage** 1

Description
What is the paper capacity of the optional cassette?

Solution
The optional tray holds up to 250 sheet of paper.

Solution ID TAUS0604402EN00 **Solution Usage** 1

Description
When sending, the FAX 820L/825L is dialing a 9 before all the phone numbers. This is occurring with longhand numbers.

Solution
The fax's memory is scrambled needs to be initialized.

Solution ID TAUS0604528EN00 **Solution Usage** 1

Description
The display says NO T-BOTTLE but the bottle is installed.

Solution
CAUSE: The sensor actuator under the T-BOTTLE is bent out of position or damaged.

SOLUTION: Reform the the T-BOTTLE sensor actuator for better contact. If required, replace the sensor assembly (p/n 748085190).

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Solution ID TAUS0604683EN00 **Solution Usage** 1

Description
How to send a delayed transmission.

Solution
To send a delayed transmission, perform the following steps.
1. Place the document in the ADF tray.
2. Press [FUNCTION].
3. Press the [#] key twice.
4. Press [SELECT], then press [SET[.
5. Enter the start time for the transmission.
6. Press [SET].
7. Dial the remote station number.

Solution ID TAUS0604831EN00 **Solution Usage** 1

Description
Original problem was No Drum/No Toner, now front side is blurred rear side is in focus.

Solution
CAUSE: The grounding contact for the print head is is bent or out of position preventing the printhead from seating properly.
SOLUTION: Reform the contact to its proper position. Insure that the print head moves freely within its housing.

Solution ID TAUS0605092EN00 **Solution Usage** 1

Description
Poor copy quality. All prints are blurry. Test patterns are off.

Solution
PROBABLE CAUSES:
1. Faulty CIS Assembly.
Check and replace the CIS Assembly 9(p/n 7480-8040).
2. Faulty Main Control Board.
Check and replace the main control board (p/n 746087940).

Solution ID TAUS0605203EN00 **Solution Usage** 1

Description
Sometimes the transmit confirmation report (TCR) gets printed long time after sending a multi-station fax.

Solution
The 820L prints out a TCR for every five stations during a multi-station transmission. Factors affecting the time the TCR gets printed are:
1. The number of interruptions during the multi-station transmission. Multi-station transmission is of low fax priority.
2. The number of stations in the group.

Solution ID TAUS0605469EN00 **Solution Usage** 1

Description
Year 2000 compatibility information.

Solution
Refer to Technical Operations Bulletin, No. A1 & D1 dated 1/13/98.

Solution ID TAUS0605747EN00 **Solution Usage** 1

Description
Unable to receive faxes. Machine rings but never picks up.

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Solution
CAUSE: The reception mode is set to MANUAL.

SOLUTION: Set the reception mode to AUTO.

Solution ID TAUS0606153EN00 **Solution Usage** 1

Description
Intermittent M015 error code.

Solution
CAUSE: Worn lower fuser roller bushings.

SOLUTION: Replace the lower fuser roller bushings.

Solution ID TAUS0606863EN00 **Solution Usage** 1

Description
How to turn off multi-station transmission report.

Solution
To turn off the multi station transmisson report, perform the following;
1. Press [FUNCTION], [SET], [CONTRAST], [CONTRAST], [CONTRAST].
   a. SERVICE MODE should be displayed.
2. Press [FUNCTION), (1), (UP ARROW], (SET].
   a. SETTING FP? should be displayed.
3. Press [SET].
   a. SET FP with a series of numbers listed below should be displayed.
4. Using the key pad, enter (0), (3), (0).
5. Continue using the keypad and press (0), (3)
6. Press (SET)
7. Press (STOP) and (STOP)

Solution ID TAUS0606873EN00 **Solution Usage** 1

Description
How to cancel a broadcast fax.

Solution
To cancel a fax that is set to go out at a specific time, perform the following:
1. Press [FUNCTION], [1].
2. Select the type of operation the fax was being sent out by (i.e. XMIT, POLLING, etc.).
3. Press [SET].
4. Use the UP/DOWN arrow keys to select the fax that is to be cancelled.
5. Press [SET].

The display should read CANCEL XMIT, CANCELLED.

Solution ID TAUS0606883EN00 **Solution Usage** 1

Description
What is the super user ID number?

Solution
The super user ID number is 800. This is located on the last page of the users guide.

Solution ID TAUS0606885EN00 **Solution Usage** 1

Description

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User IDs do not work after programming them.

Solution

CAUSE: Access protection is not enabled.

SOLUTION: To enable access protection, perform the following steps:
1. Press (Function) and then (Set).
2. Press (Enter), (8), (0), (0).
3. Press (Set) then (Select).

Note: The display should read SETTING, ACCESS PROTECT=ON

4. Press (Set), then (Stop).

Solution ID TAUS0607184EN00 **Solution Usage** 1

Description

Can the copy function be turned off.

Solution

Yes. Go into the function parameters address 0A6 change from 10h(default) to 14h.

Solution ID TAUS0608454EN00 **Solution Usage** 1

Description

How to disable the ringer.

Solution

The ringer can not be disabled, but the ring times can be set to 0 to reduce incoming faxes to half a ring. To set the ring times to 0, perform the following:
1. Press the FUNCTION button, then the SET button.
2. Press 800, then SET.
3. Press the UP ARROW four times.
4. Press SET two times.
5. Press 0 and then SET.
6. Press STOP twice.

Solution ID TAUS0608548EN00 **Solution Usage** 1

Description

What is the capacity of the document feeder?

Solution

The automatic document feeder has a capacity of 30 sheets.

Solution ID TAUS0608583EN00 **Solution Usage** 1

Description

If the machine is powered OFF, will received faxes be lost?

Solution

Faxes that have been received into memory will be erased if the machine is powered OFF.

Solution ID TAUS0608655EN00 **Solution Usage** 1

Description

If the machine is powered OFF with received messages in memory, will those faxes be lost?

Solution

If the machine is powered OFF, any received messages that are in memory will be erased.

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Solution ID TAUS0610063EN00 **Solution Usage** 1

Description
Will the machine recognize a new area code?

Solution
The machine cannot distinguish between area codes.

Solution ID TAUS0610774EN00 **Solution Usage** 1

Description
Unable to change ABBR number. The selection for ABBR set is not displayed when entering FUNCTION 1.

Solution
CAUSE: A job has corrupted memory and is not allowing entry into certain functions.

SOLUTION: Power the machine OFF/ON which will clear the corrupted print job. All functionality will be returned.

Solution ID TAUS0612001EN00 **Solution Usage** 1

Description
Machine not communicating with a Panasonic* fax machine.

Solution
CAUSE: EPROMs need upgrading.

SOLUTION: Replace EPROMs (p/n 825L11-29.5 & 825L12-29.4).

Solution ID TAUS0612073EN00 **Solution Usage** 1

Description
Do you need certain level EPROMs in the fax to install a Printer EEPROM?

Solution
Only the FAX 9715 FP requires a higher level EPROMS when replacing the Printer EEPROM. The FAX 820L/825L does not require that.

Solution ID TAUS0612352EN00 **Solution Usage** 1

Description
How to program the second hundred ABBR numbers.

Solution
You simply must enter the * on the ten key pad before the number. The * takes the place of the 1 in 100.

Solution ID TAUS0612360EN00 **Solution Usage** 1

Description
How to convert cassettes from letter to legal.

Solution
Use the paper size actuator kit (p/n U090-1600). Refer to FAX 820/825 Bulletin #1A

Solution ID TAUS0612423EN00 **Solution Usage** 1

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Description
Toner yield is very low.

Solution
Check the value of the print head rating against that of the programmed value in the printer EEPROM. If the values are the same, programming a lower number will lighten the print density and raising the number will darken it.

To lower the print head data, perform the following steps.
1. Press [FUNCTION], [SET] and [CONTRAST] three times.
2. Press [FUNCTION], [1], [DOWN ARROW], [SET], [DOWN ARROW] twice and [SET].
3. Enter the new value.
4. Press [SET] and [STOP] twice.

Solution ID TAUS0612585EN00 **Solution Usage** 1

Description
Dialing wrong ABBR number.

Solution
CAUSE: Wrong number was programmed in the One-Touch corresponding to the ABBR number.

SOLUTION: Recommend clearing the One-Touch by the Program Key initialization only if other One-Touch keys are not programmed. If other One-Touch keys are programmed then program corresponding ABBR, by the following steps.

1. Press [FUNCTION], [1], [DOWN ARROW] twice, and [SET].
2. Press the One-Touch key to program.
3. Press {ABBR/ALPHA], and then enter the two digits for the ABBR number.
4. Press [START].

Solution ID TAUS0612684EN00 **Solution Usage** 1

Description
M004.

Solution
CAUSE: Abnormality of the printer EEPROM.

SOLUTION: Replace the printer EEPROM (p/n 7500-9210) and/or printer control board (p/n 748085200).

Solution ID TAUS0655034EN00 **Solution Usage** 1

Description
Wants to lighten received faxes.

Solution
Adjust print density using density knob under operation panel (see page 24 in the FAX 820L/825L User's Reference Guide).

Solution ID TAUS0655087EN00 **Solution Usage** 1

Description
Clearing paper jammed under drum and toner units reset error message

Solution
Clearing paper jammed under drum and toner units reset error message

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Solution ID TAUS0655132EN00 **Solution Usage** 1

Description

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How to access service mode

Solution

To access service mode, perform the following:
1. Press [FUNCTION], [SET],
2. Press [CONTRAST], [CONTRAST], and [CONTRAST] again.

Solution ID TAUS0602667EN00 **Solution Usage** 0

Description

Latest EPROM level, FAX 820L.

Solution

EPROM history hyperlink .

Solution ID TAUS0604355EN00 **Solution Usage** 0

Description

RESERVATION FULL

Solution

CAUSE: The number of reserved jobs for transmission and polled transmissions has reached the limit (10 reserved jobs maximum).

SOLUTION: Wait a moment, then reserve the job again after a previously reserved job is finished.

Solution ID TAUS0604981EN00 **Solution Usage** 0

Description

Distinctive-ring.

Solution

This model does not have a built in distinctive-ring switch.

Distinctive-ring adds a second phone number to an existing line, then varies the ring pattern (two short rings instead of one long one, for instance) to indicate calls to the different number.

Distinctive-ring switches can set to detect the ring patterns and route calls accordingly. These switches can be obtained through local phone companies or computer/electronic supply stores. Konica does not sell distinctive-ring switches.

Solution ID TAUS0612200EN00 **Solution Usage** 0

Description

Burrs or nicks on the inside of the turnguides are causing paper to jam

Solution

Install turnguide counter measure modification (PN FE97-1020) per FAX 820/825 Bulletin #11.

Solution ID TAUS0616968EN00 **Solution Usage** 0

Description

Supplies and Parts Stock Depletion Notification, FAX 820L.

Solution

See Info Source Bulletin #11-03 for supplies and parts stock depletion.
Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

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